



## SINGAPORE CUSTOMS

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Circular No: 05/2011

Date: 12 May 2011

All TradeNet® Declaring Agents and Declarants

## RE-REGISTRATION EXERCISE

As part of our continuous efforts to reach out to the industry, Singapore Customs (SC) will be conducting a one-time re-registration exercise between **16 May and 16 July 2011** for declaring agents. This update exercise will enable us to better capture your latest particulars and contact details so that you will be able to receive timely updates on Customs matters. In addition, we will require certain new information, such as your business activity and entity size, to enhance our understanding of your business profile. The updated information will allow SC to explore more targeted and focused outreach for the declaring agent industry.

2. This re-registration exercise requires you to provide information for both your entity and your declarant(s). To protect the confidentiality of the information, we will require a person who is either a key personnel of the entity (e.g. owner, partner or director based on Accounting and Corporate Regulatory Authority's records), or an authorised person in SC's record to use his/her SingPass to login at the following website to re-register:

[https://www.tradenet.gov.sg/TN40EFORM/tds/sp/splogin.do?action=init\\_acct](https://www.tradenet.gov.sg/TN40EFORM/tds/sp/splogin.do?action=init_acct)

3. We encourage you to re-register early and keep the information in our database updated on your declaring agent status, so that your declarant(s) can continue to submit permit applications via TradeNet® system after 16 July 2011 without any disruptions. Declaring agents that do not re-register within the stipulated timeframe may be classified as dormant, and the records can eventually be purged from Singapore Customs' system after the re-registration exercise. Such declaring agents would need to re-apply to SC to register their company and declarants, if they wish to reinstate their declaring agent status. To avoid such inconvenience, we strongly encourage you to take part in this re-registration exercise.

4. For the re-registration, we have included a brief summary of the re-registration procedures and a set of Frequently Asked Questions at the Annex for your reference. For further information on the exercise, please contact our Singapore Customs Call Centre at 63552000 or email your enquiries to [customs\\_documentation@customs.gov.sg](mailto:customs_documentation@customs.gov.sg). For matters relating to application / termination of TradeNet® User ID, please contact CrimsonLogic Customer Admin at 68877888 (press option 2).



WINSTON TAY  
HEAD, PROCEDURES & SYSTEMS BRANCH  
*for* DIRECTOR-GENERAL OF CUSTOMS  
SINGAPORE CUSTOMS

**Brief Summary of Re-Registration Procedures**

The re-registration exercise will involve the updating of particulars for both the (a) declaring agent (the business entity) and (b) declarants (the individuals).

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**(A) For Declaring Agent**

You are required to update the following sections:

- (a) “Activation of Customs Account” Page
  - This section
    - requires the key personnel to provide information (e.g. contact details, business activity); and
    - allows the key personnel to sign up for certain features (e.g. Trader Notification alert, Authorization of personnel to manage the updating of “Declaring Agent & Declarant Registration” Page).
  
- (b) “Declaring Agent & Declarant Registration” Page
  - This section
    - requires the key personnel or its authorized personnel to provide further information on the declaring agent (e.g. the entity size, the declaring agent’s activity); and
    - allows the key personnel or its authorized personnel to add / terminate declarants, or update existing declarants’ particulars.

**For (a) “Activation of Customs Account” Page**

1. The key personnel (i.e. sole-proprietor, partner or director as registered with Accounting and Corporate Regulatory Authority) has to use his/her SingPass to login to [https://www.tradenet.gov.sg/TN40EFORM/tds/sp/splogin.do?action=init\\_acct](https://www.tradenet.gov.sg/TN40EFORM/tds/sp/splogin.do?action=init_acct).
  
2. The key personnel
  - i. has to update the required information accordingly;
  - ii. can choose to sign up for Trader Notification alert (i.e. an email alert will be sent to the designated email address upon every permit taken under your UEN);
  - iii. can choose to authorize his/her staff to update and maintain the “Declaring Agent & Declarant Registration” Page. This can be done by adding his/her staff as an authorized personnel in the “Authorised Personnel” tab and selecting the “Manage DA/declarant” authorization option; and
  - iv. has to acknowledge and agree to a set of Terms and Conditions for registration.

3. After completing the update of the “Activation of Customs Account” page, the key personnel can choose to:
  - i. continue to update the “Declaring Agent & Declarant Registration” Page, by clicking on the “Manage DA/Declarant” button; or
  - ii. end the session by clicking on the “Close Window” button and request the authorized personnel [as described in para 2(iii)] to proceed to update the “Declaring Agent & Declarant Registration” Page.

[In this case, the authorized personnel will need to separately use his/her Singpass to login to

[https://www.tradenet.gov.sg/TN40EFORM/tds/sp/splogin.do?action=init\\_acct](https://www.tradenet.gov.sg/TN40EFORM/tds/sp/splogin.do?action=init_acct)

to update the “Declaring Agent & Declarant Registration” Page by clicking on the “Manage DA/Declarant” button.]

#### For (b) “Declaring Agent & Declarant Registration” Page

4. For this page, the key personnel or its authorized personnel
  - i. has to update the required information accordingly;
  - ii. update the declarants’ particulars (e.g. register new declarant, terminate declarant or update records of existing declarant); and
  - iii. has to acknowledge and agree to a set of Terms and Conditions for registration.
5. After completing the update of the “Activation of Customs Account” Page, each declarant will receive a separate email alert for him/her to login at a weblink (provided in the email) to confirm his particulars and acknowledge the conditions for registration.

#### **(B) For Declarant**

You are required to:

1. Login using SingPass to the weblink (provided in the email that is sent to you) or TradeNet® ID;
2. Confirm and update your particulars; and
3. Acknowledge and accept a set of Terms and Conditions for registration.

#### **Note:**

1. The re-registration exercise is considered as completed only when all the declarants have login to confirm their particulars and acknowledge the conditions.
2. “User Guide” - You may wish to refer to the User Guide which is located at the top right of the screen (after login) to assist you in this re-registration exercise.

## Frequently Asked Questions

1. All the directors are not in town. Can someone from the company re-register the declaring agent and declarants?

Answer:

Any of the directors can use his SingPass to login our website at: [https://www.tradenet.gov.sg/TN40EFORM/tds/sp/splogin.do?action=init\\_acct](https://www.tradenet.gov.sg/TN40EFORM/tds/sp/splogin.do?action=init_acct) to add one of the staff to be the authorised personnel with “Manage DA/Declarants” Authorisation Type. The authorised staff can then login to the same website to re-register the declaring agent and declarants.

2. One of my staff is no longer under my employment, how can I transfer the TradeNet® User ID and password to my new staff?

Answer:

Please note that the TradeNet® User ID and password are not transferable. You would need to terminate the TradeNet® User ID of the staff who has left the company and apply for a new TradeNet® User ID for the new staff from the website at: [https://www.tradenet.gov.sg/TN40EFORM/tds/sp/splogin.do?action=init\\_acct](https://www.tradenet.gov.sg/TN40EFORM/tds/sp/splogin.do?action=init_acct).

3. I am one of the partners of my firm. Both my partner and I do not have SingPass. Can we update Singapore Customs by some other ways, e.g. complete an application form or write in to Customs?

Answer:

You can apply for SingPass online from <https://www.singpass.gov.sg/> or visit any of the SingPass Counter Locations which are listed on the SingPass website. Upon obtaining your SingPass, please re-register at our website: [https://www.tradenet.gov.sg/TN40EFORM/tds/sp/splogin.do?action=init\\_acct](https://www.tradenet.gov.sg/TN40EFORM/tds/sp/splogin.do?action=init_acct). Please be informed that we have already done away with the manual application form.

4. I wish to apply for a new TradeNet® User ID for my staff. How should I apply for the new TradeNet® User ID?

Answer:

The key personnel who is registered with the Accounting & Corporate Regulatory Authority can login with his SingPass at: [https://www.tradenet.gov.sg/TN40EFORM/tds/sp/splogin.do?action=init\\_acct](https://www.tradenet.gov.sg/TN40EFORM/tds/sp/splogin.do?action=init_acct) to apply for the new TradeNet® User ID.

5. I am not able to update the particulars of my declarant as the message was “ID No. has already been assigned to other declarant in other company”. Please advise on how to proceed with the re-registration?

Answer:

Your declarant may have an active TradeNet® User ID which is still registered with the previous employer. Please inform your declarant to terminate the old TradeNet® User ID with CrimsonLogic Pte Ltd so that you can update the particulars of your declarant.

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